

# Product return form



Dear Customer,

Thank you for your recent purchase. We are very sorry that the product you've bought hasn't met your expectation in this instance.

To ensure we process your return quickly and efficiently, please fill out this form and return your items to the following address:

**Online Returns**  
Countrywide Health & Mobility  
National Distribution Centre  
Ferrymoor Way, Park Springs  
Grimethorpe, Barnsley  
S72 7BN

**Important: Please enclose the completed form inside your return parcel.**

**Please note: we cannot accept returns on any washable items, due to hygiene reasons and the nature of the product.**

All items should be returned unopened, in the original packaging and in a fully re-saleable condition. Failing this, we will not be able to process your refund. If your return has been declined because it did not meet the requirements stated above, and if you however, wish to keep the goods, a returns fee will be charged on all items being returned to yourselves. We do recommend you to use a fully tracked service covering the value of the goods in case of loss by the delivery service you've chosen.

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## More about you

Full Name :

Address :

City :

Post Code :

Telephone :

Email Address : (If applicable)

## More about the product(s) that you are returning

*(This information can be found on the delivery note that came with your original shipment)*

Product Code :

Product Name :

Order Number :

## Reason of return *(Please tick the box)*

Not required :

Damaged in transit

Wrong item ordered

Other *(Please specify)*

## Would you prefer *(Please tick the box)*

A replacement :  *(If you tick this box, a member of our staff will call you to process a new order)*

A refund for the goods returned

Please allow up to 5 working days for your refund to show on your bank statement  
For more information please call our customer service on 0800 999 5990